

SECTION 404 (2) (e)  
SERVICE OUTCOMES  
FY 2003



**Michigan 2003  
Consumer  
Satisfaction  
Survey Report**

***Full Analysis  
Report:  
Michigan Public  
Mental Health,  
Developmental  
Disability, and  
Substance Abuse  
Services***

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# **2003 Michigan Department of Community Health Consumer Satisfaction Survey**

## **Michigan Health Services for Mental Health, Developmental Disabilities and Substance Abuse**

### **Background**

In 1998, the Michigan Department of Community Health (MDCH) was approved for a waiver to move services for mental health (MI), developmental disability (DD) and substance abuse (SA) populations from a fee-for-service model to managed care. In 2003, 18 county-level Prepaid Inpatient Health Plans (PIHPs) were designated to manage mental health services for persons with a mental illness or a developmental disability. In addition, 16 Substance Abuse Coordinating Agencies (CAs) provided substance abuse services.

In order to ensure that states are obtaining value for the funding they provide to providers, states need a mechanism for evaluating the care that beneficiaries receive. It is imperative that the state agents who monitor these groups have reliable and timely information about beneficiary utilization of, and satisfaction with, health care services and providers. Armed with appropriate analytic tools, policy makers can determine whether health plans and providers are meeting the needs of Medicaid beneficiaries. Appropriate evaluation data should:

- allow states to determine whether their beneficiaries are receiving quality care
- allow states to provide feedback to plans to improve care quality
- allow states to encourage plan accountability
- allow states to provide plans with specific action plans

This report describes the implementation and results of a mail survey designed to determine levels of satisfaction among persons with a mental illness, persons with developmental disabilities, and persons with substance abuse problems who received services from PIHPs or CAs in 2003.

## **Sampling Eligibility and Selection Procedures**

Prior to selecting persons for inclusion in the samples, MDCH determined the appropriate sample sizes and also developed the eligibility criteria for participation in the surveys.

Eligibility requirements included:

1. Consumer must have been age 18 or older on June 30, 2003.
2. Consumer must have received services between October 1, 2002 and September 30, 2003 (unless data for the last quarter were not yet available, in which case the PIHPs and CAs were instructed to use the most recent information in their system).
3. Consumer had the proper designation on item in the "quality improvement data report":
  - a. For the MI population, this was a "disability designation" of mental illness.
  - b. For the DD population, this was a "disability designation" of developmental disability.
  - c. No such criteria for SA population.
4. For the DD population, consumer was not reported as having an DSM-IV Axis II Diagnosis of profound mental retardation, (DSM code of 318.2).
5. Consumer must have been Medicaid eligible sometime during this period.
6. MI and DD consumers must have been residing in a non-institutional setting, i.e., not in a community hospital or State Psychiatric Hospital (no such criteria for SA population).

PIHPs and CAs provided Abt Associates with the names and addresses of those eligible for the 2003 survey, and simple random sampling was used to draw representative samples from each of the three populations. Historically, response rates were highest for consumers with a developmental disability and lowest for consumers with a substance use disorder. In order to achieve desired subgroup sample sizes ranging from 200 to 500 consumers, MDCH required that 3,000 consumers be randomly selected. This was allocated to each of the three subgroups as follows: 1,000 consumers with a mental illness, 500 consumers with a developmental disability and 2,000 persons with a substance use disorder.

## **Survey Instrument and Contact Procedures**

Michigan used the Mental Health Statistics Improvement Program's (MHSIP) consumer satisfaction survey. The survey instrument consists of 28 items assessing four separate components of consumer satisfaction: General Satisfaction, Access to Services, Appropriateness of Services, and Outcomes (Appendix A). Two surveys were used, one for MI and DD persons and another for SA persons, with the introduction and slight wording changes being the only differences between them. Respondents were asked to rate their level of agreement with statements tapping each domain along a five point scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree), assuming the item to be

applicable to their experience with their PIHP or CA. Endpoint values of 1 and 5 were assigned to Strongly Agree and Strongly Disagree, respectively.

The data collection protocol included:

- Sent first questionnaire with cover letter (November 19, 2003)
- Sent reminder postcard to non-respondents (November 26, 2003)
- Sent second questionnaire with cover letter to non-respondents approximately 30 days after mailing the first questionnaire (December 26, 2003)
- Sent second reminder postcard to non-respondents (December 31, 2003)

### **Response Rates**

Of the 3,394 surveys that were mailed out, approximately 851 were returned with usable data (for an overall response rate of 25%, compared with 29% in 2002 and 23% in 2001). Specifically:

- MI population. 933 surveys were mailed, 286 surveys were returned, for a response rate of 31% (compared with 33% in 2002 and 27% in 2001)
- DD population. 493 surveys were mailed, 177 surveys were returned, for a response rate of 36% (compared with 40% in 2002 and 34% in 2001)
- SA population. 1,968 surveys were mailed, 388 surveys were returned, for a response rate of 20% (compared with 21% in 2002 and 17% in 2001)

### **Summary of Survey Results**

In order to keep the discussion focused and straightforward, the results presented and discussed in this report are primarily limited to the 2003 survey. However, comparisons are provided between 2002 and 2003 survey years to identify noteworthy changes in year-to-year findings. The results of this analysis revealed no meaningful differences between the findings of the two survey years. While there were some small directional differences in the results from 2002 and 2003 surveys, these differences were not dramatic enough to suggest a shift in satisfaction between 2002 and 2003.

Scores for the four sub-scales (General Satisfaction, Access, Appropriateness, and Outcomes) were obtained by calculating the average across the items comprising each scale. Cases with missing data were omitted from the construction of the domain sub-scales. The survey data are summarized in three ways. First, the mean scale score for each population is presented along with the standard deviation of those scores. Second, the percentage of respondents agreeing and disagreeing with each item is reported. To obtain these percentages, individual mean scores less than or equal to 2.5, the scale midpoint, were classified as being in agreement with the scale items. Respondent mean scores above 2.5 were classified as being in disagreement. The interpretation of these results may be somewhat confusing as low values are "better" than high values and vice

versa. Finally, the distribution of actual responses to each scale item is presented in Appendix B. Note that the *mean* in the Appendix B tables is based on the “valid” responses only (that is, the mean excludes cases that were Not Applicable or missing for a given item).

Respondents to the Medicaid Consumer Satisfaction Survey, regardless of program membership (i.e. DD, SA and MI), were very pleased with the services received from their respective PIHP facilities and CAs. Respondent satisfaction was equally evident across the four domains (General Satisfaction, Access to Services, Appropriateness of Services, and Outcomes). Ratings of General Satisfaction were slightly higher than ratings for the other domains, and satisfaction with Outcomes tended to be lower than satisfaction with Access and Appropriateness of Services (these differences were small, but the direction of the differences was consistent across all three groups). Results for each domain are presented below.

### General Satisfaction

Respondent scores on the General Satisfaction scale<sup>1</sup> are presented in Table 1 below. Scale items include whether the health care provider would be recommended to a friend or family member, whether the same provider would be chosen if other options were available, and whether the respondent liked the services provided.

| Table 1<br>General Satisfaction |         |      |       |      |      |      |      |      |
|---------------------------------|---------|------|-------|------|------|------|------|------|
|                                 | Overall |      | MI    |      | DD   |      | SA   |      |
|                                 | 2002    | 2003 | 2002  | 2003 | 2002 | 2003 | 2002 | 2003 |
| Mean Score                      | 1.95    | 1.94 | 1.97  | 1.99 | 2.04 | 1.98 | 1.88 | 1.89 |
| Standard Deviation              | .949    | .935 | .9998 | .992 | .77  | .838 | .980 | .934 |
| % in agreement                  | 82%     | 81%  | 82%   | 79%  | 80%  | 83%  | 83%  | 83%  |
| % in disagreement               | 18%     | 19%  | 18%   | 21%  | 20%  | 17%  | 17%  | 17%  |

Across all groups, the average General Satisfaction score was slightly below 2, indicating agreement with the statements comprising the scale. Overall, 81% of the respondents agreed with the items in the scale, with SA and DD respondents showing a somewhat higher level of agreement (83%) compared with the MI population (79%). For all three groups, the modal rating was 2, which shows that respondents generally agreed with these General Satisfaction statements.

An item-by-item breakdown for the General Satisfaction sub-scale is provided in Appendix B, including response distributions and descriptive statistics overall and for each group.

In terms of the item level data, the largest gains were observed in the DD group. The percent of DD respondents agreeing with each of the three General Satisfaction

<sup>1</sup> General Satisfaction Scale – Q1+Q2+Q3/# of responses

statements increased by 4 to 8 percentage points from 2002 to 2003 (refer to 2003 item level results in Appendix B and 2002 in Appendix C). Responses from the MI and SA respondents were more stable.

### Access to Services

As shown in Table 2 below, consumers' responses to items in the Access to Services scale<sup>2</sup> were also uniformly positive. The Access scale consists of items assessing the convenience of the PIHP location, ability to get needed services, staff's willingness to see the consumer as often as needed, ability to see a psychiatrist when necessary, convenience of appointment scheduling, and prompt (within 24 hours) message return. In each of the three groups, the vast majority of respondents agreed that they were able to obtain the needed care from their facilities and mental health providers with relative ease.

| Table 2<br>Access to Services |         |      |       |      |      |      |      |      |
|-------------------------------|---------|------|-------|------|------|------|------|------|
|                               | Overall |      | MI    |      | DD   |      | SA   |      |
|                               | 2002    | 2003 | 2002  | 2003 | 2002 | 2003 | 2002 | 2003 |
| Mean Score                    | 2.04    | 2.03 | 2.05  | 2.06 | 2.1  | 2.08 | 2.00 | 1.98 |
| Standard Deviation            | .864    | .819 | .901  | .809 | .758 | .801 | .878 | .834 |
| % in agreement                | 79%     | 80%  | 78.5% | 80%  | 76%  | 81%  | 81%  | 80%  |
| % in disagreement             | 21%     | 20%  | 21.5% | 20%  | 24%  | 19%  | 19%  | 20%  |

Similar to the General Satisfaction scores, the average score across respondents for Access (2.03) indicated agreement with the scale items. The average scores for each group were similar, ranging from 1.98 (SA) to 2.06 (MI) to 2.08 (DD), indicating agreement that services provided at PIHPs or CAs were accessible.

In a pattern consistent with that found in the General Satisfaction domain, the majority of respondents (80% overall) were in agreement that their respective agencies and programs were accessible and capable of accommodating the needs associated with their presenting conditions. The three sub-populations were very similar in their agreement (80-81%) about the accessibility of services provided by their program. The modal rating overall and for all three sub-populations was 2, which shows general agreement with Access to Services statements.

The ratings were quite similar to 2002, with the exception that somewhat more DD respondents provided favorable ratings in 2003 (81% agreement) compared with the prior year (76%). This, in fact, was the only notable change in 2003.

A detailed breakdown of items in the Access domain is provided in Appendix B, including response distributions and descriptive statistics overall and across groups.

<sup>2</sup> Access to Services – Q4+Q5+Q6+Q7+Q8+Q9/# of responses

Comparisons between 2002 and 2003 were relatively stable at the item level, as shown in Appendices B and C.

### Appropriateness of Services

A series of questions gauged the appropriateness<sup>3</sup> of the services provided for consumers' presenting conditions. The Appropriateness of Services scale assesses consumers' comfort when asking questions about their treatment and medications, their perception of the staff's helpfulness in obtaining information about presenting conditions, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize consumer-run programs such as support groups, and the provision of information concerning consumer rights. The respondents' scores on the Appropriateness scale are presented in Table 3.

| Table 3<br>Appropriateness of Services |         |      |      |      |      |      |      |      |
|--|---------|------|------|------|------|------|------|------|
|  | Overall |      | MI   |      | DD   |      | SA   |      |
|  | 2002    | 2003 | 2002 | 2003 | 2002 | 2003 | 2002 | 2003 |
| Mean Score                             | 1.98    | 1.97 | 2.02 | 2.02 | 2.06 | 2.02 | 1.89 | 1.92 |
| Standard Deviation                     | .756    | .721 | .779 | .723 | .666 | .698 | .770 | .729 |
| % in agreement                         | 82%     | 81%  | 81%  | 78%  | 83%  | 83%  | 82%  | 83%  |
| % in disagreement                      | 18%     | 19%  | 19%  | 22%  | 17%  | 17%  | 18%  | 17%  |

The average rating on the Appropriateness of Services scale, overall and across groups, was approximately 2, indicating agreement with the evaluative statements. Overall, 81% of consumers agreed that services provided at their respective PIHP facilities and CAs were appropriate for their circumstances. Respondents in the DD and SA sub-groups reported the highest level of agreement at 83%, while the MI respondents were somewhat less likely to agree (78%). The modal rating given overall and for each of the three sub-groups was 2, which reveals general agreement.

A detailed breakdown of items in the 2003 Appropriateness sub-scale is provided in Appendix B. The distribution of responses across all categories and descriptive statistics are noted overall and across groups.

While there was little aggregate change in the Appropriateness of Services scale, there was considerable movement at the item level, particularly for the DD respondents (refer to 2003 and 2002 item level results in Appendices B and C). Some item level variation for DD respondents included:

- Seven percent fewer DD respondents agreed that they were encouraged to use consumer run programs in 2003.
- Five percent fewer DD respondents agreed that they were encouraged to take responsibility for how they lived their lives, or were told what side effects to watch for.

<sup>3</sup> Appropriateness of Services – Q10+Q11+Q12+Q13+Q14+Q15+Q16+Q17+Q18+Q19+Q20/# of responses

- These were balanced by 6% increases for two items: 6% more DD respondents reported that staff believed they could grow, change and recover; and 6% more DD respondents agreed that they, not staff, determined treatment goals.

## Outcomes

Eight survey items<sup>4</sup> assessed respondent agreement with statements regarding outcomes resulting from services received at PIHP facilities. Assessed Outcome areas include social functioning, family relations, functioning at school or work, symptom improvement, ability to deal with crises and daily problems, housing situation, and a perception of greater control over life circumstances. Outcomes scores can be found in Table 4 below.

| <b>Table 4<br/>Outcomes</b> |                |             |             |             |             |             |             |             |
|-----------------------------|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                             | <b>Overall</b> |             | <b>MI</b>   |             | <b>DD</b>   |             | <b>SA</b>   |             |
|                             | <b>2002</b>    | <b>2003</b> | <b>2002</b> | <b>2003</b> | <b>2002</b> | <b>2003</b> | <b>2002</b> | <b>2003</b> |
| Mean Score                  | 2.24           | 2.20        | 2.41        | 2.43        | 2.24        | 2.23        | 2.04        | 2.01        |
| Standard Deviation          | .910           | .878        | .949        | .920        | .724        | .841        | .913        | .818        |
| % in agreement              | 69%            | 72%         | 60%         | 62%         | 70%         | 72%         | 79%         | 79%         |
| % in disagreement           | 31%            | 28%         | 40%         | 38%         | 30%         | 28%         | 21%         | 21%         |

Similar to 2002 findings, respondents assessed their respective outcomes positively but the average scores on this scale were slightly higher than scores in the other domains, indicating less agreement that their outcomes have improved. This was true overall and for the three sub-groups. The overall mean score of 2.20 indicated that respondents agreed that services had an impact on the various areas of functioning. Average scores across the groups ranged from 2.01 for SA to 2.43 for MI.

As was the case on the other sub-scales, respondents for the most part agreed that the services received from PIHP facilities and CAs resulted in improvements across the different areas of functioning. However, the number of respondents in agreement with items on the Outcomes scale is lower by several percentage points overall and for the MI and DD groups, compared to the other three sub-scales. Seventy-two percent of the average scores across groups fall below the scale midpoint indicating agreement that treatment objectives on the Outcomes scale had been met. This is lower than the remaining three scales (81% agreed with the General Satisfaction and Appropriateness of Services scales, while 80% agreed that services were accessible).

The MI group had the lowest agreement with this Outcomes scale (62%), followed by DD respondents (72%). These respondents were much more likely to agree with the other three scales. The SA group reported the highest level of agreement (79%), and this is similar to their reported agreement with the remaining three scales.

<sup>4</sup> Outcomes – Q21+Q22+Q23+Q24+Q25+Q26+Q27+Q28/# of responses

While this “agreement” measure differed greatly for the three groups, the modal rating was steady; the modal rating for all three groups was 2, indicating general agreement that outcome objectives had been met.

A detailed presentation of items in the Outcomes sub-scale is provided in Appendix B. The distribution of responses across all categories and descriptive statistics are noted overall and for the different populations.

As with the Appropriateness of Services scale, DD respondents provided stable responses at the scale level across 2002 and 2003 (in terms of the “agreement” scale defined earlier). However, responses from DD respondents were more dynamic at the item level (refer to item level results in Appendices B and C). Some item level variation for DD respondents included:

- Nine percent fewer DD respondents agreed that they were getting along better with their families, or that they were doing better in school/work in 2003.

Item level variation for MI respondents included:

- Six percent more MI respondents agreed that they were getting along better with their families, or that they were doing better in social situations.

## **Conclusions**

This survey provides valuable feedback and insight into consumers’ perspectives regarding the care and services they received through their Medicaid-funded PIHP s or CAs. A comparison between the results from this year’s survey to the 2002 survey reveals that there were not substantial differences between the two. The same analysis in the previous year revealed few differences between 2002 and 2001. Based on these findings, it is evident that the quality and effectiveness of the care and services supplied by the PIHP s and CAs are being maintained from year-to-year. As such, the resounding majority of consumers who responded to the 2003 Consumer Satisfaction Survey for Michigan Public Mental Health and Substance Abuse Services expressed satisfaction with the services received at their PIHP s or CAs. Mean scores on all domains measured by the survey instrument (i.e., General Satisfaction, Access to Services, Appropriateness of Services, and Outcomes) represent agreement that the services received over the past 12 months were useful, appropriate, and accessible to consumers. This is true of consumers receiving services for mental illness, developmental disabilities, and substance abuse disorders.

## **APPENDIX A**

### **Survey Instruments**

# CONSUMER SATISFACTION SURVEY

In order to improve substance abuse services for persons enrolled in the Medicaid program, we need to know what you think about the services you have received from your local substance abuse provider during the last 12 months, the people who have provided these services, and the results that have been achieved. There are no right or wrong answers. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question concerns something that does not apply to you, then fill in the "NA" circle for "not applicable."

|   | Strongly Agree (SA) | Agree (A) | I am Neutral (N) | Disagree (D) | Strongly Disagree (SD) | Not Applicable (NA) |
|---|---------------------|-----------|------------------|--------------|------------------------|---------------------|
| 1. I liked the services that I received.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 2. If I had other choices, I would still choose to get services from this substance abuse provider. | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 3. I would recommend this substance abuse provider to a friend or family member.                    | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 4. The location of service was convenient (parking, public transportation, distance, etc.).         | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 5. Staff were willing to see me as often as I felt it was necessary.                                | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 6. My calls were returned within 24 hours.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 7. Services were available at times that were good for me.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 8. I was able to get all the services I thought I needed.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 9. I was able to see my treatment counselor when I wanted to.                                       | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 10. Staff believed that I could grow, change, and recover.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 11. I felt comfortable asking questions about my treatment and medications.                         | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 12. I felt free to complain.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 13. I was given information about my rights.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 14. I was encouraged to take responsibility for how I live my life.                                 | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |

|   | Strongly Agree<br>(SA) | Agree<br>(A) | I am Neutral<br>(N) | Disagree<br>(D) | Strongly Disagree<br>(SD) | Not Applicable<br>(NA) |
|---|------------------------|--------------|---------------------|-----------------|---------------------------|------------------------|
| 15. I was told what side effects to watch for.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 16. My wishes about who is and is not to be given information about my treatment were respected.                      | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 17. I, not staff, decided my treatment goals.   | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 18. Staff were sensitive to my cultural/ethnic background.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| <b>As a direct result of the services I received:</b>   |                        |              |                     |                 |                           |                        |
|   | Strongly Agree<br>(SA) | Agree<br>(A) | I am Neutral<br>(N) | Disagree<br>(D) | Strongly Disagree<br>(SD) | Not Applicable<br>(NA) |
| 21. I deal more effectively with daily problems.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 22. I am better able to control my life.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 23. I am better able to deal with crisis.   | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 24. I am getting along better with my family.   | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 25. I do better in social situations.   | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 26. I do better in school and/or work.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 27. My housing situation has improved.  | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |
| 28. My symptoms are not bothering me as much.   | (SA)                   | (A)          | (N)                 | (D)             | (SD)                      | (NA)                   |

**Thank you for completing this survey.  
Please return it in the pre-addressed envelope.**

**SERIAL #**

# CONSUMER SATISFACTION SURVEY

In order to improve mental health and developmental disability services for persons enrolled in the Medicaid program, we need to know what you think about the services you have received from your local community mental health agency during the last 12 months, the people who have provided these services, and the results that have been achieved. There are no right or wrong answers. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question concerns something that does not apply to you, then fill in the "NA" circle for "not applicable."

|   | Strongly Agree (SA) | Agree (A) | I am Neutral (N) | Disagree (D) | Strongly Disagree (SD) | Not Applicable (NA) |
|---|---------------------|-----------|------------------|--------------|------------------------|---------------------|
| 1. I liked the services that I received.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 2. If I had other choices, I would still choose to get services from this mental healthcare provider. | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 3. I would recommend this mental healthcare provider to a friend or family member.                    | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 4. The location of service was convenient (parking, public transportation, distance, etc.).           | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 5. Staff were willing to see me as often as I felt it was necessary.                                  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 6. My calls were returned within 24 hours.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 7. Services were available at times that were good for me.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 8. I was able to get all the services I thought I needed.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 9. I was able to see a psychiatrist when I wanted to.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 10. Staff believed that I could grow, change, and recover.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 11. I felt comfortable asking questions about my treatment and medications.                           | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 12. I felt free to complain.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 13. I was given information about my rights.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 14. I was encouraged to take responsibility for how I live my life.                                   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |

|   | Strongly Agree (SA) | Agree (A) | I am Neutral (N) | Disagree (D) | Strongly Disagree (SD) | Not Applicable (NA) |
|---|---------------------|-----------|------------------|--------------|------------------------|---------------------|
| 15. I was told what side effects to watch for.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 16. My wishes about who is and is not to be given information about my treatment were respected.                      | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 17. I, not staff, decided my treatment goals.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 18. Staff were sensitive to my cultural/ethnic background.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| <b>As a direct result of the services I received:</b>   |                     |           |                  |              |                        |                     |
|   | Strongly Agree (SA) | Agree (A) | I am Neutral (N) | Disagree (D) | Strongly Disagree (SD) | Not Applicable (NA) |
| 21. I deal more effectively with daily problems.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 22. I am better able to control my life.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 23. I am better able to deal with crisis.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 24. I am getting along better with my family.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 25. I do better in social situations.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 26. I do better in school and/or work.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 27. My housing situation has improved.  | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |
| 28. My symptoms are not bothering me as much.   | (SA)                | (A)       | (N)              | (D)          | (SD)                   | (NA)                |

**Thank you for completing this survey.  
Please return it in the pre-addressed envelope.**

**SERIAL #**

## **APPENDIX B**

### **2003 Item Response Distributions and Descriptive Statistics**

#### **Overall, MI, DD, and SA Groups**

## 2003 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

Overall (N = 851)

### General Satisfaction

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 I liked the services that I received.  | 35.84          | 45.36 | 8.46    | 3.17     | 3.88              | 1.41     | 1.88    | 1.90 | 0.96 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 34.67          | 41.25 | 11.05   | 5.52     | 4.11              | 1.76     | 1.65    | 1.99 | 1.03 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 37.96          | 40.07 | 10.93   | 3.41     | 4                 | 2        | 1.65    | 1.91 | 1.00 | (2) Agree |

### Access to Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 The location of the service was convenient (parking, public transportation, distance, etc.). | 33.37          | 43.6  | 10.34   | 5.05     | 2.12              | 3.53     | 2       | 1.93 | 0.93 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                            | 35.37          | 41.13 | 11.28   | 5.41     | 2.59              | 2.59     | 1.65    | 1.94 | 0.97 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 26.79          | 39.01 | 10.93   | 7.52     | 2.94              | 10.58    | 2.23    | 2.09 | 1.03 | (2) Agree |
| 7 Services were available at times that were good for me.                                      | 31.49          | 45.36 | 10.11   | 5.52     | 3.17              | 2.7      | 1.65    | 1.99 | 0.98 | (2) Agree |
| 8 I was able to get all the services I thought I needed.                                       | 30.9           | 42.66 | 9.99    | 8.93     | 4.23              | 1.65     | 1.65    | 2.10 | 1.08 | (2) Agree |
| 9 I was able to see a psychiatrist/treatment counselor when I wanted to.                       | 28.32          | 34.08 | 13.51   | 7.05     | 3.53              | 11.52    | 2       | 2.11 | 1.08 | (2) Agree |

## Appropriateness of Services

|    | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 | Staff believed that I could grow, change and recover.   | 32.55          | 37.25 | 13.28   | 3.88     | 2                 | 8.7      | 2.35    | 1.94 | 0.94 | (2) Agree |
| 11 | I felt comfortable asking questions about my treatment and medications.   | 35.25          | 40.78 | 8.46    | 4.11     | 2.35              | 7.05     | 2       | 1.87 | 0.93 | (2) Agree |
| 12 | I felt free to complain.  | 27.38          | 43.36 | 11.4    | 6.11     | 4.82              | 5.05     | 1.88    | 2.11 | 1.06 | (2) Agree |
| 13 | I was given information about my rights.  | 39.72          | 48.65 | 4.82    | 2.23     | 0.82              | 1.88     | 1.88    | 1.70 | 0.72 | (2) Agree |
| 14 | I was encouraged to take responsibility for how I live my life.   | 37.37          | 40.31 | 8.81    | 2.35     | 1.06              | 8.34     | 1.76    | 1.77 | 0.81 | (2) Agree |
| 15 | I was told what side effects to watch for.  | 27.5           | 35.84 | 9.28    | 8.46     | 3.17              | 12.57    | 3.17    | 2.09 | 1.07 | (2) Agree |
| 16 | My wishes about who is and is not to be given information about my treatment were respected.                      | 35.02          | 42.66 | 9.4     | 2.47     | 1.88              | 5.17     | 3.41    | 1.83 | 0.86 | (2) Agree |
| 17 | I, not staff, decided my treatment goals.   | 23.97          | 39.48 | 14.57   | 7.64     | 3.17              | 7.52     | 3.64    | 2.17 | 1.03 | (2) Agree |
| 18 | Staff were sensitive to my cultural/ethnic background.  | 24.09          | 41.25 | 12.69   | 3.29     | 2                 | 12.1     | 4.58    | 2.01 | 0.90 | (2) Agree |
| 19 | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 28.44          | 36.9  | 13.98   | 6.82     | 2.59              | 7.76     | 3.53    | 2.08 | 1.01 | (2) Agree |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 25.15          | 35.96 | 12.81   | 6.82     | 3.29              | 12.57    | 3.41    | 2.13 | 1.05 | (2) Agree |

| Outcomes |  |                |       |         |          |                   |          |         |      |      |           |
|----------|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
|          | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
| 21       | I deal more effectively with daily problems. | 24.91          | 41.83 | 14.22   | 6.46     | 3.06              | 6.35     | 3.17    | 2.12 | 1.00 | (2) Agree |
| 22       | I am better able to control my life.         | 26.32          | 39.01 | 15.39   | 5.76     | 3.29              | 6.93     | 3.29    | 2.11 | 1.01 | (2) Agree |
| 23       | I am better able to deal with crisis.        | 24.32          | 37.49 | 16.22   | 5.88     | 4.47              | 8.23     | 3.41    | 2.19 | 1.06 | (2) Agree |
| 24       | I am getting along better with my family.    | 26.79          | 37.37 | 15.51   | 5.17     | 2.82              | 9.28     | 3.06    | 2.08 | 0.99 | (2) Agree |
| 25       | I do better in social situations.            | 22.21          | 39.37 | 18.57   | 5.99     | 3.41              | 6.7      | 3.76    | 2.20 | 1.00 | (2) Agree |
| 26       | I do better in school and/or work.           | 15.16          | 25.73 | 17.63   | 4.23     | 3.06              | 28.91    | 5.29    | 2.29 | 1.02 | (2) Agree |
| 27       | My housing situation has improved.           | 23.5           | 30.43 | 17.39   | 5.64     | 4                 | 15.63    | 3.41    | 2.20 | 1.08 | (2) Agree |
| 28       | My symptoms are not bothering me as much.    | 19.98          | 36.66 | 16.1    | 8.7      | 5.29              | 9.75     | 3.53    | 2.34 | 1.12 | (2) Agree |

## 2003 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

Mental Illnesses (N = 286)

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| 1 I liked the services that I received.  | 34.97          | 45.1  | 8.74    | 3.5      | 4.2               | 1.05     | 2.45    | 1.93 | 0.99 | (2) Agree          |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 34.97          | 38.46 | 11.54   | 6.99     | 5.24              | 1.05     | 1.75    | 2.06 | 1.11 | (2) Agree          |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 38.81          | 37.06 | 11.89   | 4.2      | 4.55              | 1.4      | 2.1     | 1.95 | 1.06 | (1) Strongly Agree |
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 4 The location of the service was convenient (parking, public transportation, distance, etc.).       | 32.87          | 47.55 | 7.69    | 5.24     | 1.4               | 2.45     | 2.8     | 1.89 | 0.88 | (2) Agree          |
| 5 Staff were willing to see me as often as I felt it was necessary.                                  | 36.01          | 41.26 | 8.04    | 7.34     | 3.5               | 1.75     | 2.1     | 1.97 | 1.05 | (2) Agree          |
| 6 My calls were returned within 24 hours.  | 26.22          | 40.56 | 12.24   | 7.34     | 3.85              | 6.99     | 2.8     | 2.14 | 1.06 | (2) Agree          |
| 7 Services were available at times that were good for me.  | 31.12          | 45.8  | 11.89   | 5.94     | 1.75              | 1.4      | 2.1     | 1.98 | 0.93 | (2) Agree          |
| 8 I was able to get all the services I thought I needed.   | 31.12          | 39.86 | 11.89   | 10.14    | 4.55              | 0.7      | 1.75    | 2.15 | 1.12 | (2) Agree          |
| 9 I was able to see a psychiatrist when I wanted to.   | 27.62          | 34.27 | 14.69   | 11.54    | 4.2               | 5.24     | 2.45    | 2.25 | 1.15 | (2) Agree          |

|    | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 | Staff believed that I could grow, change and recover.   | 28.32          | 35.66 | 20.98   | 5.59     | 2.45              | 3.85     | 3.15    | 2.12 | 1.00 | (2) Agree |
| 11 | I felt comfortable asking questions about my treatment and medications.   | 36.01          | 43.71 | 8.74    | 4.2      | 2.8               | 2.1      | 2.45    | 1.89 | 0.95 | (2) Agree |
| 12 | I felt free to complain.  | 27.27          | 44.41 | 12.94   | 7.34     | 3.15              | 2.8      | 2.1     | 2.11 | 1.01 | (2) Agree |
| 13 | I was given information about my rights.  | 41.61          | 49.65 | 4.2     | 1.4      |                   | 0.7      | 2.45    | 1.64 | 0.64 | (2) Agree |
| 14 | I was encouraged to take responsibility for how I live my life.   | 33.92          | 41.26 | 14.34   | 3.5      | 1.05              | 3.5      | 2.45    | 1.90 | 0.87 | (2) Agree |
| 15 | I was told what side effects to watch for.  | 28.32          | 38.81 | 10.84   | 10.49    | 3.15              | 5.94     | 2.45    | 2.15 | 1.09 | (2) Agree |
| 16 | My wishes about who is and is not to be given information about my treatment were respected.                      | 35.31          | 44.76 | 11.19   | 1.75     | 1.4               | 2.8      | 2.8     | 1.83 | 0.82 | (2) Agree |
| 17 | I, not staff, decided my treatment goals.   | 26.22          | 37.41 | 16.78   | 8.39     | 3.15              | 4.55     | 3.5     | 2.19 | 1.06 | (2) Agree |
| 18 | Staff were sensitive to my cultural/ethnic background.  | 24.83          | 38.11 | 16.08   | 2.8      | 2.45              | 11.19    | 4.55    | 2.05 | 0.94 | (2) Agree |
| 19 | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 25.87          | 36.36 | 18.88   | 6.99     | 3.15              | 4.9      | 3.85    | 2.18 | 1.04 | (2) Agree |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 23.43          | 39.51 | 13.64   | 8.39     | 3.15              | 8.39     | 3.5     | 2.19 | 1.04 | (2) Agree |

|    | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No. Ans. | Mean | SD   | Mode             |
|----|--|----------------|-------|---------|----------|-------------------|----------|----------|------|------|------------------|
| 21 | I deal more effectively with daily problems. | 19.58          | 43.71 | 18.88   | 9.09     | 4.2               | 1.4      | 3.15     | 2.32 | 1.04 | (2) Agree        |
| 22 | I am better able to control my life.         | 19.58          | 38.11 | 22.73   | 9.44     | 4.55              | 2.45     | 3.15     | 2.38 | 1.07 | (2) Agree        |
| 23 | I am better able to deal with crisis.        | 19.23          | 36.71 | 23.43   | 8.04     | 6.64              | 3.15     | 2.8      | 2.43 | 1.12 | (2) Agree        |
| 24 | I am getting along better with my family.    | 19.58          | 37.76 | 21.68   | 8.04     | 4.55              | 5.59     | 2.8      | 2.35 | 1.06 | (2) Agree        |
| 25 | I do better in social situations.            | 16.78          | 37.41 | 24.83   | 9.09     | 4.9               | 3.85     | 3.15     | 2.44 | 1.06 | (2) Agree        |
| 26 | I do better in school and/or work.           | 9.79           | 18.88 | 21.68   | 6.29     | 4.55              | 33.92    | 4.9      | 2.63 | 1.10 | (3) I am Neutral |
| 27 | My housing situation has improved.           | 18.18          | 32.17 | 22.03   | 5.94     | 5.24              | 13.29    | 3.15     | 2.38 | 1.09 | (2) Agree        |
| 28 | My symptoms are not bothering me as much.    | 13.64          | 36.36 | 21.68   | 13.29    | 7.69              | 4.2      | 3.15     | 2.63 | 1.15 | (2) Agree        |

## 2003 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

### Developmental Disabilities (N = 177)

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 I liked the services that I received.  | 29.38          | 56.5  | 6.78    | 2.82     | 2.82              | 1.13     | 0.56    | 1.90 | 0.83 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 28.25          | 48.59 | 12.99   | 5.65     | 2.82              | 1.13     | 0.56    | 2.03 | 0.93 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 30.51          | 46.89 | 14.69   | 2.26     | 3.39              | 1.69     | 0.56    | 1.97 | 0.91 | (2) Agree |
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
| 4 The location of the service was convenient (parking, public transportation, distance, etc.).       | 26.55          | 47.46 | 10.17   | 3.95     | 2.82              | 7.91     | 1.13    | 1.98 | 0.90 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                                  | 27.68          | 44.63 | 15.82   | 2.26     | 2.26              | 6.21     | 1.13    | 1.97 | 0.86 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 20.9           | 46.89 | 8.47    | 6.21     | 2.82              | 14.12    | 0.56    | 2.08 | 0.94 | (2) Agree |
| 7 Services were available at times that were good for me.  | 23.16          | 50.85 | 11.86   | 2.26     | 3.95              | 5.65     | 2.26    | 2.04 | 0.90 | (2) Agree |
| 8 I was able to get all the services I thought I needed.   | 23.73          | 49.72 | 10.17   | 8.47     | 3.95              | 3.39     | 0.56    | 2.15 | 1.01 | (2) Agree |
| 9 I was able to see a psychiatrist when I wanted to.   | 11.86          | 29.38 | 10.17   | 2.26     | 3.39              | 40.11    | 2.82    | 2.19 | 0.99 | (2) Agree |

|    | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 | Staff believed that I could grow, change and recover.   | 18.08          | 33.9  | 12.99   | 1.13     | 2.82              | 28.25    | 2.82    | 2.06 | 0.91 | (2) Agree |
| 11 | I felt comfortable asking questions about my treatment and medications.   | 22.03          | 38.98 | 10.73   | 0.56     | 1.69              | 23.73    | 2.26    | 1.91 | 0.78 | (2) Agree |
| 12 | I felt free to complain.  | 20.34          | 45.2  | 11.3    | 2.26     | 3.95              | 14.69    | 2.26    | 2.07 | 0.93 | (2) Agree |
| 13 | I was given information about my rights.  | 29.38          | 59.89 | 3.39    | 1.69     | 0.56              | 3.95     | 1.13    | 1.76 | 0.60 | (2) Agree |
| 14 | I was encouraged to take responsibility for how I live my life.   | 21.47          | 36.72 | 10.17   | 0.56     | 1.13              | 28.25    | 1.69    | 1.88 | 0.74 | (2) Agree |
| 15 | I was told what side effects to watch for.  | 16.38          | 26.55 | 8.47    | 3.95     | 1.13              | 38.98    | 4.52    | 2.03 | 0.91 | (2) Agree |
| 16 | My wishes about who is and is not to be given information about my treatment were respected.                      | 24.86          | 45.76 | 10.73   | 1.13     | 1.13              | 13.56    | 2.82    | 1.88 | 0.73 | (2) Agree |
| 17 | I, not staff, decided my treatment goals.   | 19.21          | 33.9  | 11.3    | 6.78     | 2.82              | 21.47    | 4.52    | 2.17 | 1.02 | (2) Agree |
| 18 | Staff were sensitive to my cultural/ethnic background.  | 16.38          | 44.07 | 6.78    | 1.69     | 1.69              | 23.73    | 5.65    | 1.96 | 0.76 | (2) Agree |
| 19 | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 19.77          | 32.77 | 14.69   | 3.95     | 3.39              | 21.47    | 3.95    | 2.15 | 1.00 | (2) Agree |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 14.69          | 23.73 | 14.69   | 3.39     | 3.95              | 35.59    | 3.95    | 2.28 | 1.08 | (2) Agree |

|    | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 21 | I deal more effectively with daily problems. | 16.95          | 32.77 | 15.25   | 5.08     | 3.39              | 22.6     | 3.95    | 2.23 | 1.01 | (2) Agree |
| 22 | I am better able to control my life.         | 16.38          | 35.03 | 13.56   | 3.95     | 3.39              | 24.29    | 3.39    | 2.17 | 0.97 | (2) Agree |
| 23 | I am better able to deal with crisis.        | 15.25          | 28.81 | 15.82   | 3.95     | 4.52              | 27.68    | 3.95    | 2.30 | 1.07 | (2) Agree |
| 24 | I am getting along better with my family.    | 14.69          | 31.64 | 18.08   | 2.26     | 2.26              | 27.68    | 3.39    | 2.18 | 0.90 | (2) Agree |
| 25 | I do better in social situations.            | 14.69          | 38.98 | 15.25   | 3.95     | 2.26              | 19.21    | 5.65    | 2.19 | 0.89 | (2) Agree |
| 26 | I do better in school and/or work.           | 11.3           | 32.77 | 14.12   | 2.26     | 2.82              | 32.2     | 4.52    | 2.23 | 0.91 | (2) Agree |
| 27 | My housing situation has improved.           | 17.51          | 27.12 | 12.99   | 2.82     | 2.82              | 32.2     | 4.52    | 2.13 | 0.99 | (2) Agree |
| 28 | My symptoms are not bothering me as much.    | 13.56          | 28.25 | 15.82   | 3.95     | 3.95              | 30.51    | 3.95    | 2.31 | 1.04 | (2) Agree |

| 2003 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item<br>Substance Abuse Disorders (N = 388) |   |                |       |         |          |                   |          |         |      |      |                    |
|--|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| General Satisfaction   |   |                |       |         |          |                   |          |         |      |      |                    |
|  | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 1  | I liked the services that I received.                             | 39.43          | 40.46 | 9.02    | 3.09     | 4.12              | 1.8      | 2.06    | 1.87 | 0.99 | (2) Agree          |
| 2  | If had other choices, would still choose this provider.           | 37.37          | 39.95 | 9.79    | 4.38     | 3.87              | 2.58     | 2.06    | 1.93 | 1.02 | (2) Agree          |
| 3  | I would recommend this provider to friend or family member.       | 40.72          | 39.18 | 8.51    | 3.35     | 3.87              | 2.58     | 1.8     | 1.86 | 1.00 | (1) Strongly Agree |
| Access to Services   |   |                |       |         |          |                   |          |         |      |      |                    |
|  | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 4  | Location was convenient   | 36.86          | 38.92 | 12.37   | 5.41     | 2.32              | 2.32     | 1.8     | 1.93 | 0.98 | (2) Agree          |
| 5  | Staff were willing to see me as often as I felt it was necessary. | 38.4           | 39.43 | 11.6    | 5.41     | 2.06              | 1.55     | 1.55    | 1.90 | 0.96 | (2) Agree          |
| 6  | Calls were returned within 24 hours.                              | 29.9           | 34.28 | 11.08   | 8.25     | 2.32              | 11.6     | 2.58    | 2.05 | 1.05 | (2) Agree          |
| 7  | Services were available at times that were good for me.           | 35.57          | 42.53 | 7.99    | 6.7      | 3.87              | 2.32     | 1.03    | 1.97 | 1.05 | (2) Agree          |
| 8  | Able to get all services thought needed.                          | 34.02          | 41.49 | 8.51    | 8.25     | 4.12              | 1.55     | 2.06    | 2.03 | 1.07 | (2) Agree          |
| 9  | Able to see counselor when I wanted to.                           | 36.34          | 36.08 | 14.18   | 5.93     | 3.09              | 3.09     | 1.29    | 1.99 | 1.03 | (1) Strongly Agree |

| Appropriateness of Services   |                |       |         |          |                   |          |         |      |      |                    |
|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 10 Staff believed that I could grow, change and recover.  | 42.27          | 39.95 | 7.73    | 3.87     | 1.29              | 3.35     | 1.55    | 1.76 | 0.87 | (1) Strongly Agree |
| 11 I felt comfortable asking questions about treatment/medications.                             | 40.72          | 39.43 | 7.22    | 5.67     | 2.32              | 3.09     | 1.55    | 1.84 | 0.97 | (1) Strongly Agree |
| 12 I felt free to complain.   | 30.67          | 41.75 | 10.31   | 6.96     | 6.44              | 2.32     | 1.55    | 2.13 | 1.14 | (2) Agree          |
| 13 I was given information about my rights.   | 43.04          | 42.78 | 5.93    | 3.09     | 1.55              | 1.8      | 1.8     | 1.72 | 0.83 | (1) Strongly Agree |
| 14 I was encouraged to take responsibility for how I live my life.                              | 47.16          | 41.24 | 4.12    | 2.32     | 1.03              | 2.84     | 1.29    | 1.63 | 0.77 | (1) Strongly Agree |
| 15 I was told what side effects to watch for.   | 31.96          | 37.89 | 8.51    | 9.02     | 4.12              | 5.41     | 3.09    | 2.07 | 1.10 | (2) Agree          |
| 16 My wishes about who is and is not to be given information about my treatment were respected. | 39.43          | 39.69 | 7.47    | 3.61     | 2.58              | 3.09     | 4.12    | 1.81 | 0.94 | (2) Agree          |
| 17 I, not staff, decided my treatment goals.  | 24.48          | 43.56 | 14.43   | 7.47     | 3.35              | 3.35     | 3.35    | 2.16 | 1.02 | (2) Agree          |
| 18 Staff sensitive to my cultural/ethnic background.  | 27.06          | 42.27 | 12.89   | 4.38     | 1.8               | 7.47     | 4.12    | 2.00 | 0.91 | (2) Agree          |
| 19 Staff helped me obtain needed info to take charge of managing my illness or disability.      | 34.28          | 39.18 | 10.05   | 7.99     | 1.8               | 3.61     | 3.09    | 1.97 | 0.99 | (2) Agree          |
| 20 Encouraged to use consumer-run programs  | 31.19          | 38.92 | 11.34   | 7.22     | 3.09              | 5.15     | 3.09    | 2.03 | 1.03 | (2) Agree          |

| Outcomes  |                |       |         |          |                   |          |         |      |      |           |  |
|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|--|
| Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |  |
| 21 I deal more effectively with daily problems. | 32.47          | 44.59 | 10.31   | 5.15     | 2.06              | 2.58     | 2.84    | 1.93 | 0.92 | (2) Agree |  |
| 22 I am better able to control my life.         | 35.82          | 41.49 | 10.82   | 3.87     | 2.32              | 2.32     | 3.35    | 1.88 | 0.92 | (2) Agree |  |
| 23 I am better able to deal with crisis.        | 32.22          | 42.01 | 11.08   | 5.15     | 2.84              | 3.09     | 3.61    | 1.97 | 0.97 | (2) Agree |  |
| 24 I am getting along better with my family.    | 37.63          | 39.69 | 9.79    | 4.38     | 1.8               | 3.61     | 3.09    | 1.84 | 0.91 | (2) Agree |  |
| 25 I do better in social situations.            | 29.64          | 40.98 | 15.46   | 4.64     | 2.84              | 3.09     | 3.35    | 2.03 | 0.97 | (2) Agree |  |
| 26 I do better in school and/or work.           | 20.88          | 27.58 | 16.24   | 3.61     | 2.06              | 23.71    | 5.93    | 2.10 | 0.96 | (2) Agree |  |
| 27 My housing situation has improved.           | 30.15          | 30.67 | 15.98   | 6.7      | 3.61              | 9.79     | 3.09    | 2.11 | 1.09 | (2) Agree |  |
| 28 My symptoms are not bothering me as much.    | 27.58          | 40.72 | 12.11   | 7.47     | 4.12              | 4.38     | 3.61    | 2.13 | 1.07 | (2) Agree |  |

## **APPENDIX C**

### **2002 Item Response Distributions and Descriptive Statistics**

#### **Overall, MI, DD, and SA Groups**

## 2002 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

**Overall (N = 905)**

### General Satisfaction

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 I liked the services that I received.  | 37.57          | 42.21 | 9.17    | 3.31     | 2.87              | 0.99     | 3.87    | 1.86 | 0.94 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 33.7           | 38.78 | 11.93   | 6.19     | 4.64              | 1.66     | 3.09    | 2.05 | 1.08 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 36.69          | 40.55 | 9.83    | 4.64     | 3.76              | 1.55     | 2.98    | 1.93 | 1.02 | (2) Agree |

### Access to Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 The location of the service was convenient (parking, public transportation, distance, etc.). | 33.59          | 42.87 | 9.5     | 4.86     | 3.31              | 3.09     | 2.76    | 1.95 | 0.99 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                            | 34.59          | 40.55 | 8.73    | 5.75     | 3.43              | 3.76     | 3.2     | 1.96 | 1.02 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 28.07          | 37.79 | 10.72   | 6.85     | 3.2               | 9.5      | 3.87    | 2.07 | 1.05 | (2) Agree |
| 7 Services were available at times that were good for me.                                      | 33.81          | 44.09 | 8.4     | 3.98     | 3.76              | 2.1      | 3.87    | 1.93 | 0.99 | (2) Agree |
| 8 I was able to get all the services I thought I needed.                                       | 31.49          | 40.22 | 9.94    | 8.07     | 4.64              | 1.99     | 3.65    | 2.09 | 1.10 | (2) Agree |
| 9 I was able to see a psychiatrist/treatment counselor when I wanted to.                       | 26.41          | 33.59 | 12.6    | 7.85     | 5.08              | 11.05    | 3.43    | 2.20 | 1.15 | (2) Agree |

| Appropriateness of Services |   |                |       |         |          |                   |          |         |      |      |                    |
|-----------------------------|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
|                             | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 10                          | Staff believed that I could grow, change and recover.   | 32.6           | 35.36 | 13.81   | 2.43     | 2.76              | 9.83     | 3.2     | 1.94 | 0.96 | (2) Agree          |
| 11                          | I felt comfortable asking questions about my treatment and medications.   | 35.25          | 36.91 | 8.4     | 5.75     | 2.76              | 7.73     | 3.2     | 1.92 | 1.01 | (2) Agree          |
| 12                          | I felt free to complain.  | 29.5           | 38.12 | 12.71   | 6.19     | 4.97              | 4.75     | 3.76    | 2.11 | 1.10 | (2) Agree          |
| 13                          | I was given information about my rights.  | 40             | 46.74 | 4.53    | 1.66     | 1.33              | 2.32     | 3.43    | 1.70 | 0.76 | (2) Agree          |
| 14                          | I was encouraged to take responsibility for how I live my life.   | 38.12          | 38.12 | 10.28   | 2.87     | 1.44              | 6.3      | 2.87    | 1.80 | 0.87 | (1) Strongly Agree |
| 15                          | I was told what side effects to watch for.  | 24.86          | 36.8  | 10.61   | 8.4      | 3.54              | 12.27    | 3.54    | 2.16 | 1.08 | (2) Agree          |
| 16                          | My wishes about who is and is not to be given information about my treatment were respected.                      | 40             | 39.56 | 7.07    | 1.99     | 2.54              | 5.19     | 3.65    | 1.77 | 0.89 | (1) Strongly Agree |
| 17                          | I, not staff, decided my treatment goals.   | 24.53          | 36.24 | 16.57   | 6.52     | 3.98              | 6.96     | 5.19    | 2.19 | 1.07 | (2) Agree          |
| 18                          | Staff were sensitive to my cultural/ethnic background.  | 26.08          | 38.56 | 10.94   | 3.31     | 2.65              | 13.92    | 4.53    | 1.99 | 0.95 | (2) Agree          |
| 19                          | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 27.96          | 37.13 | 13.92   | 5.52     | 3.09              | 8.4      | 3.98    | 2.07 | 1.02 | (2) Agree          |
| 20                          | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 27.07          | 34.48 | 12.27   | 6.96     | 3.09              | 12.27    | 3.87    | 2.10 | 1.06 | (2) Agree          |

| Outcomes |  |                |       |         |          |                   |          |         |      |      |           |
|----------|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
|          | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
| 21       | I deal more effectively with daily problems. | 26.85          | 38.67 | 16.02   | 5.41     | 3.65              | 5.41     | 3.98    | 2.12 | 1.03 | (2) Agree |
| 22       | I am better able to control my life.         | 25.64          | 38.23 | 16.57   | 6.08     | 3.31              | 5.97     | 4.2     | 2.15 | 1.03 | (2) Agree |
| 23       | I am better able to deal with crisis.        | 22.43          | 35.47 | 19.89   | 7.96     | 4.09              | 6.19     | 3.98    | 2.29 | 1.07 | (2) Agree |
| 24       | I am getting along better with my family.    | 25.75          | 34.03 | 18.34   | 5.08     | 3.76              | 8.62     | 4.42    | 2.16 | 1.06 | (2) Agree |
| 25       | I do better in social situations.            | 20.88          | 36.02 | 20.66   | 8.18     | 3.76              | 6.3      | 4.2     | 2.31 | 1.06 | (2) Agree |
| 26       | I do better in school and/or work.           | 17.46          | 23.98 | 16.02   | 5.75     | 3.43              | 26.85    | 6.52    | 2.31 | 1.10 | (2) Agree |
| 27       | My housing situation has improved.           | 23.43          | 31.16 | 16.35   | 6.3      | 3.76              | 14.48    | 4.53    | 2.21 | 1.09 | (2) Agree |
| 28       | My symptoms are not bothering me as much.    | 20.77          | 33.7  | 17.24   | 7.96     | 7.4               | 8.51     | 4.42    | 2.40 | 1.19 | (2) Agree |

## 2002 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

Mental Illnesses (N = 398)

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| 1 I liked the services that I received.  | 38.44          | 40.45 | 8.79    | 3.52     | 3.77              | 0.75     | 4.27    | 1.88 | 1.00 | (2) Agree          |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 34.92          | 37.19 | 10.55   | 5.78     | 5.78              | 1.76     | 4.02    | 2.05 | 1.13 | (2) Agree          |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 38.19          | 36.93 | 12.06   | 3.02     | 5.03              | 1.01     | 3.77    | 1.95 | 1.06 | (1) Strongly Agree |
|  |                |       |         |          |                   |          |         |      |      |                    |
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 4 The location of the service was convenient (parking, public transportation, distance, etc.).       | 37.94          | 39.95 | 7.29    | 5.03     | 3.77              | 2.51     | 3.52    | 1.90 | 1.02 | (2) Agree          |
| 5 Staff were willing to see me as often as I felt it was necessary.                                  | 37.69          | 38.44 | 8.04    | 5.53     | 4.02              | 3.02     | 3.27    | 1.93 | 1.05 | (2) Agree          |
| 6 My calls were returned within 24 hours.  | 29.15          | 36.18 | 11.06   | 8.04     | 4.02              | 7.54     | 4.02    | 2.11 | 1.10 | (2) Agree          |
| 7 Services were available at times that were good for me.  | 35.43          | 43.47 | 8.54    | 3.77     | 3.52              | 2.01     | 3.27    | 1.91 | 0.98 | (2) Agree          |
| 8 I was able to get all the services I thought I needed.   | 33.92          | 34.92 | 10.8    | 9.05     | 5.53              | 1.51     | 4.27    | 2.12 | 1.17 | (2) Agree          |
| 9 I was able to see a psychiatrist when I wanted to.   | 28.89          | 33.92 | 12.56   | 8.04     | 7.54              | 5.03     | 4.02    | 2.25 | 1.22 | (2) Agree          |

|    | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
|----|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| 10 | Staff believed that I could grow, change and recover.   | 27.89          | 38.94 | 15.83   | 3.27     | 3.02              | 7.29     | 3.77    | 2.04 | 0.97 | (2) Agree          |
| 11 | I felt comfortable asking questions about my treatment and medications.   | 37.69          | 37.44 | 8.54    | 7.29     | 1.76              | 3.52     | 3.77    | 1.90 | 0.99 | (1) Strongly Agree |
| 12 | I felt free to complain.  | 29.4           | 36.43 | 12.31   | 6.78     | 6.28              | 3.77     | 5.03    | 2.17 | 1.16 | (2) Agree          |
| 13 | I was given information about my rights.  | 41.21          | 45.23 | 4.02    | 1.51     | 1.51              | 2.26     | 4.27    | 1.68 | 0.77 | (2) Agree          |
| 14 | I was encouraged to take responsibility for how I live my life.   | 36.68          | 37.19 | 12.81   | 4.77     | 1.26              | 3.77     | 3.52    | 1.89 | 0.92 | (2) Agree          |
| 15 | I was told what side effects to watch for.  | 25.88          | 37.69 | 9.55    | 9.8      | 4.77              | 7.54     | 4.77    | 2.20 | 1.14 | (2) Agree          |
| 16 | My wishes about who is and is not to be given information about my treatment were respected.                      | 39.7           | 39.45 | 6.78    | 1.76     | 3.27              | 4.27     | 4.77    | 1.78 | 0.93 | (1) Strongly Agree |
| 17 | I, not staff, decided my treatment goals.   | 25.63          | 33.42 | 19.1    | 6.53     | 4.02              | 4.77     | 6.53    | 2.21 | 1.08 | (2) Agree          |
| 18 | Staff were sensitive to my cultural/ethnic background.  | 26.88          | 35.18 | 11.81   | 2.26     | 3.02              | 15.08    | 5.78    | 1.98 | 0.97 | (2) Agree          |
| 19 | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 27.89          | 35.93 | 16.33   | 5.53     | 3.77              | 5.53     | 5.03    | 2.12 | 1.05 | (2) Agree          |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 28.14          | 31.66 | 15.58   | 7.54     | 3.27              | 8.79     | 5.03    | 2.14 | 1.09 | (2) Agree          |

|    | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode             |
|----|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|------------------|
| 21 | I deal more effectively with daily problems. | 25.38          | 36.68 | 18.84   | 6.53     | 4.27              | 3.27     | 5.03    | 2.21 | 1.07 | (2) Agree        |
| 22 | I am better able to control my life.         | 23.87          | 35.68 | 19.1    | 8.54     | 4.27              | 3.02     | 5.53    | 2.27 | 1.09 | (2) Agree        |
| 23 | I am better able to deal with crisis.        | 20.1           | 35.18 | 20.35   | 10.8     | 5.53              | 3.02     | 5.03    | 2.42 | 1.13 | (2) Agree        |
| 24 | I am getting along better with my family.    | 20.85          | 30.15 | 22.36   | 8.54     | 5.78              | 6.53     | 5.78    | 2.41 | 1.15 | (2) Agree        |
| 25 | I do better in social situations.            | 17.34          | 31.16 | 23.37   | 11.81    | 5.53              | 5.28     | 5.53    | 2.52 | 1.13 | (2) Agree        |
| 26 | I do better in school and/or work.           | 13.07          | 16.08 | 16.58   | 7.54     | 5.03              | 33.17    | 8.54    | 2.58 | 1.21 | (3) I am Neutral |
| 27 | My housing situation has improved.           | 22.61          | 28.64 | 16.83   | 8.29     | 5.28              | 12.06    | 6.28    | 2.33 | 1.17 | (2) Agree        |
| 28 | My symptoms are not bothering me as much.    | 19.35          | 30.15 | 19.6    | 12.56    | 10.55             | 2.26     | 5.53    | 2.62 | 1.27 | (2) Agree        |

## 2002 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item

### Developmental Disabilities (N = 194)

|   | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|---|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 | I liked the services that I received.  | 24.74          | 56.19 | 10.82   | 1.55     | 1.55              | 1.55     | 3.61    | 1.93 | 0.77 | (2) Agree |
| 2 | If I had other choices, I would still choose to get services from this mental healthcare provider. | 23.71          | 45.36 | 18.04   | 6.19     | 2.06              | 2.06     | 2.58    | 2.14 | 0.94 | (2) Agree |
| 3 | I would recommend this mental healthcare provider to a friend or family member.                    | 22.68          | 50.52 | 13.4    | 6.7      | 1.03              | 3.09     | 2.58    | 2.08 | 0.87 | (2) Agree |

|   | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|---|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 | The location of the service was convenient (parking, public transportation, distance, etc.). | 21.65          | 53.09 | 10.82   | 3.61     | 1.03              | 7.73     | 2.06    | 1.99 | 0.79 | (2) Agree |
| 5 | Staff were willing to see me as often as I felt it was necessary.                            | 23.71          | 49.48 | 9.79    | 5.67     | 1.03              | 7.73     | 2.58    | 2.01 | 0.86 | (2) Agree |
| 6 | My calls were returned within 24 hours.  | 22.68          | 42.27 | 9.79    | 5.67     | 2.58              | 12.89    | 4.12    | 2.07 | 0.97 | (2) Agree |
| 7 | Services were available at times that were good for me.                                      | 22.16          | 52.06 | 9.79    | 5.67     | 2.58              | 3.09     | 4.64    | 2.07 | 0.92 | (2) Agree |
| 8 | I was able to get all the services I thought I needed.                                       | 18.56          | 52.06 | 11.34   | 8.25     | 2.58              | 4.12     | 3.09    | 2.18 | 0.95 | (2) Agree |
| 9 | I was able to see a psychiatrist when I wanted to.   | 12.37          | 29.38 | 10.31   | 5.15     | 2.58              | 37.63    | 2.58    | 2.27 | 1.02 | (2) Agree |

|    | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 | Staff believed that I could grow, change and recover.   | 15.98          | 29.9  | 20.1    | 3.09     | 2.06              | 26.29    | 2.58    | 2.23 | 0.95 | (2) Agree |
| 11 | I felt comfortable asking questions about my treatment and medications.   | 16.49          | 39.69 | 10.82   | 3.09     | 1.55              | 25.77    | 2.58    | 2.07 | 0.87 | (2) Agree |
| 12 | I felt free to complain.  | 22.16          | 43.3  | 14.95   | 3.61     | 1.55              | 11.86    | 2.58    | 2.05 | 0.88 | (2) Agree |
| 13 | I was given information about my rights.  | 27.32          | 57.22 | 5.15    | 1.03     | 1.03              | 5.15     | 3.09    | 1.81 | 0.68 | (2) Agree |
| 14 | I was encouraged to take responsibility for how I live my life.   | 20.1           | 43.3  | 11.34   | 1.03     | 1.55              | 20.1     | 2.58    | 1.97 | 0.80 | (2) Agree |
| 15 | I was told what side effects to watch for.  | 14.43          | 33.51 | 11.86   | 6.19     | 0.52              | 30.93    | 2.58    | 2.17 | 0.90 | (2) Agree |
| 16 | My wishes about who is and is not to be given information about my treatment were respected.                      | 25.77          | 45.36 | 10.31   | 2.58     | 0.52              | 12.89    | 2.58    | 1.90 | 0.77 | (2) Agree |
| 17 | I, not staff, decided my treatment goals.   | 13.92          | 33.51 | 19.59   | 7.22     | 1.03              | 20.1     | 4.64    | 2.31 | 0.93 | (2) Agree |
| 18 | Staff were sensitive to my cultural/ethnic background.  | 17.01          | 42.78 | 9.28    | 3.09     | 1.03              | 23.71    | 3.09    | 2.02 | 0.81 | (2) Agree |
| 19 | Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 17.01          | 39.18 | 14.95   | 5.15     | 1.03              | 20.1     | 2.58    | 2.15 | 0.89 | (2) Agree |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 14.43          | 30.93 | 9.28    | 6.7      | 3.09              | 32.47    | 3.09    | 2.27 | 1.07 | (2) Agree |

|    | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|----|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 21 | I deal more effectively with daily problems. | 11.34          | 42.78 | 20.1    | 4.12     | 1.55              | 17.53    | 2.58    | 2.27 | 0.84 | (2) Agree |
| 22 | I am better able to control my life.         | 11.34          | 41.75 | 19.07   | 3.09     | 1.55              | 20.62    | 2.58    | 2.24 | 0.83 | (2) Agree |
| 23 | I am better able to deal with crisis.        | 7.73           | 37.11 | 24.23   | 6.19     | 1.55              | 20.62    | 2.58    | 2.44 | 0.86 | (2) Agree |
| 24 | I am getting along better with my family.    | 13.92          | 41.24 | 18.56   | 1.55     | 1.03              | 21.13    | 2.58    | 2.14 | 0.78 | (2) Agree |
| 25 | I do better in social situations.            | 12.37          | 44.85 | 20.1    | 5.15     | 0                 | 14.95    | 2.58    | 2.22 | 0.77 | (2) Agree |
| 26 | I do better in school and/or work.           | 13.4           | 39.18 | 15.98   | 3.09     | 0.52              | 24.74    | 3.09    | 2.14 | 0.79 | (2) Agree |
| 27 | My housing situation has improved.           | 14.43          | 34.02 | 13.92   | 2.58     | 1.55              | 30.93    | 2.58    | 2.14 | 0.88 | (2) Agree |
| 28 | My symptoms are not bothering me as much.    | 11.34          | 28.87 | 17.53   | 4.12     | 3.09              | 31.44    | 3.61    | 2.37 | 1.00 | (2) Agree |

| 2002 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item<br>Substance Abuse Disorders (N = 313) |   |                |       |         |          |                   |          |         |                    |
|--|---|----------------|-------|---------|----------|-------------------|----------|---------|--------------------|
| General Satisfaction   |   |                |       |         |          |                   |          |         |                    |
|  | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mode               |
| 1  | I liked the services that I received.                             | 44.41          | 35.78 | 8.63    | 4.15     | 2.56              | 0.96     | 3.51    | (1) Strongly Agree |
| 2  | If had other choices, would still choose this provider.           | 38.34          | 36.74 | 9.9     | 6.71     | 4.79              | 1.28     | 2.24    | (1) Strongly Agree |
| 3  | I would recommend this provider to friend or family member.       | 43.45          | 38.98 | 4.79    | 5.43     | 3.83              | 1.28     | 2.24    | (1) Strongly Agree |
| Access to Services   |   |                |       |         |          |                   |          |         |                    |
|  | Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mode               |
| 4  | Location was convenient   | 35.46          | 40.26 | 11.5    | 5.43     | 4.15              | 0.96     | 2.24    | (2) Agree          |
| 5  | Staff were willing to see me as often as I felt it was necessary. | 37.38          | 37.7  | 8.95    | 6.07     | 4.15              | 2.24     | 3.51    | (2) Agree          |
| 6  | Calls were returned within 24 hours.                              | 30.03          | 37.06 | 10.86   | 6.07     | 2.56              | 9.9      | 3.51    | (2) Agree          |
| 7  | Services were available at times that were good for me.           | 38.98          | 39.94 | 7.35    | 3.19     | 4.79              | 1.6      | 4.15    | (2) Agree          |
| 8  | Able to get all services thought needed.                          | 36.42          | 39.62 | 7.99    | 6.71     | 4.79              | 1.28     | 3.19    | (2) Agree          |
| 9  | Able to see counselor when I wanted to.                           | 31.95          | 35.78 | 14.06   | 9.27     | 3.51              | 2.24     | 3.19    | (2) Agree          |

| Appropriateness of Services |  |                |       |         |          |                   |          |         |      |      |                    |
|-----------------------------|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
|                             | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 10                          | Staff believed that I could grow, change and recover.  | 48.88          | 34.19 | 7.35    | 0.96     | 2.88              | 2.88     | 2.88    | 1.67 | 0.90 | (1) Strongly Agree |
| 11                          | I felt comfortable asking questions about treatment/medications.                             | 43.77          | 34.5  | 6.71    | 5.43     | 4.79              | 1.92     | 2.88    | 1.88 | 1.10 | (1) Strongly Agree |
| 12                          | I felt free to complain.   | 34.19          | 37.06 | 11.82   | 7.03     | 5.43              | 1.6      | 2.88    | 2.08 | 1.13 | (2) Agree          |
| 13                          | I was given information about my rights.   | 46.33          | 42.17 | 4.79    | 2.24     | 1.28              | 0.64     | 2.56    | 1.66 | 0.79 | (1) Strongly Agree |
| 14                          | I was encouraged to take responsibility for how I live my life.                              | 51.12          | 36.1  | 6.39    | 1.6      | 1.6               | 0.96     | 2.24    | 1.62 | 0.82 | (1) Strongly Agree |
| 15                          | I was told what side effects to watch for.   | 30.03          | 37.7  | 11.18   | 7.99     | 3.83              | 6.71     | 2.56    | 2.10 | 1.09 | (2) Agree          |
| 16                          | My wishes about who is and is not to be given information about my treatment were respected. | 49.2           | 36.1  | 5.43    | 1.92     | 2.88              | 1.6      | 2.88    | 1.67 | 0.90 | (1) Strongly Agree |
| 17                          | I, not staff, decided my treatment goals.  | 29.71          | 41.53 | 11.5    | 6.07     | 5.75              | 1.6      | 3.83    | 2.12 | 1.11 | (2) Agree          |
| 18                          | Staff sensitive to my cultural/ethnic background.  | 30.67          | 40.26 | 10.86   | 4.79     | 3.19              | 6.39     | 3.83    | 1.99 | 1.00 | (2) Agree          |
| 19                          | Staff helped me obtain needed info to take charge of managing my illness or disability.      | 34.82          | 37.38 | 10.22   | 5.75     | 3.51              | 4.79     | 3.51    | 1.97 | 1.04 | (2) Agree          |
| 20                          | Encouraged to use consumer-run programs  | 33.55          | 40.26 | 9.9     | 6.39     | 2.88              | 4.15     | 2.88    | 1.98 | 1.01 | (2) Agree          |

| Outcomes |  |                |       |         |          |                   |          |         |      |      |                    |
|----------|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
|          | Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
| 21       | I deal more effectively with daily problems. | 38.34          | 38.66 | 9.9     | 4.79     | 4.15              | 0.64     | 3.51    | 1.93 | 1.05 | (2) Agree          |
| 22       | I am better able to control my life.         | 36.74          | 39.3  | 11.82   | 4.79     | 3.19              | 0.64     | 3.51    | 1.94 | 1.00 | (2) Agree          |
| 23       | I am better able to deal with crisis.        | 34.5           | 34.82 | 16.61   | 5.43     | 3.83              | 1.28     | 3.51    | 2.05 | 1.06 | (2) Agree          |
| 24       | I am getting along better with my family.    | 39.3           | 34.5  | 13.1    | 2.88     | 2.88              | 3.51     | 3.83    | 1.87 | 0.98 | (1) Strongly Agree |
| 25       | I do better in social situations.            | 30.67          | 36.74 | 17.57   | 5.43     | 3.83              | 2.24     | 3.51    | 2.10 | 1.05 | (2) Agree          |
| 26       | I do better in school and/or work.           | 25.56          | 24.6  | 15.34   | 5.11     | 3.19              | 20.1     | 6.07    | 2.13 | 1.10 | (1) Strongly Agree |
| 27       | My housing situation has improved.           | 30.03          | 32.59 | 17.25   | 6.07     | 3.19              | 7.35     | 3.51    | 2.10 | 1.06 | (2) Agree          |
| 28       | My symptoms are not bothering me as much.    | 28.43          | 41.21 | 14.06   | 4.47     | 6.07              | 2.24     | 3.51    | 2.14 | 1.10 | (2) Agree          |

